INFORMAL RESOLUTION SYSTEM

EORC

OVERVIEW

- IRS concept
- IRS key elements
- Demonstrate working knowledge of IRS

Definition of Terms

- Behavior
- Roles
- Resolution Options

Behavior

- Acceptable
- Inappropriate
- Always Unacceptable

Roles Identified

- Recipient
- Offending Person
- Other Person
- Supervisor

Resolution Options

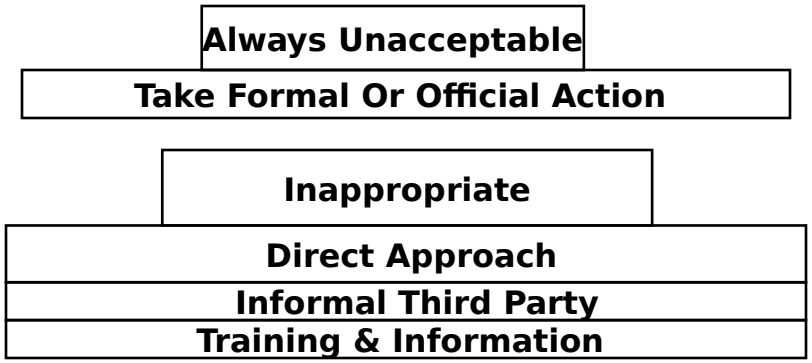
- Direct Approach
- Third Party
- Training Information Resource

IRS Process

- What exactly happened?
- What was the impact?
- Apply the Reasonable Person Standard…
- What was the Behavior?
- What are my responsibilities?
- What are the options?

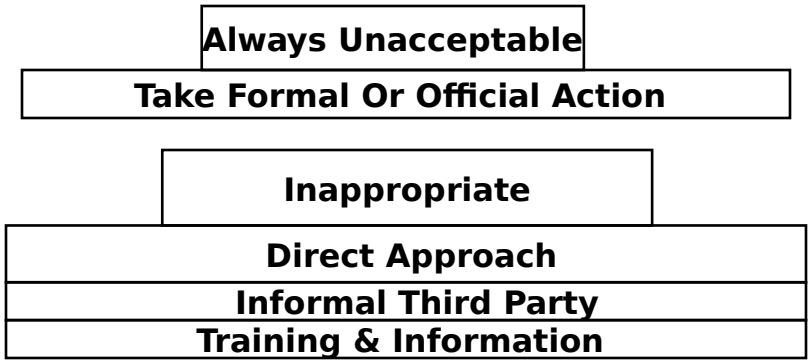
Recipient

- Do not ignore conflict
- Review options
- Take action to reach a resolution



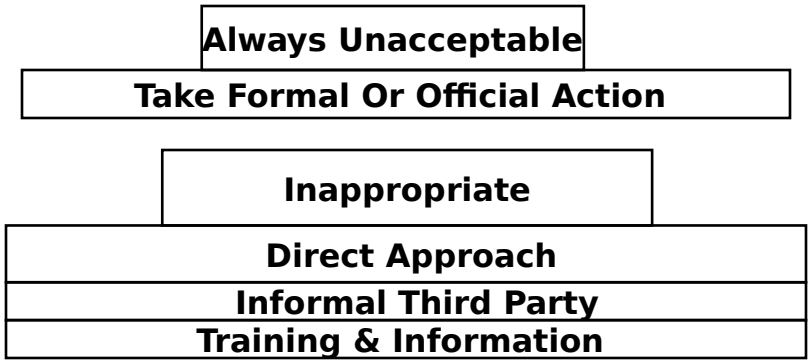
Offending Person

- Do not ignore conflict
- Listen to understand
- Review options
- Take action to reach a resolution



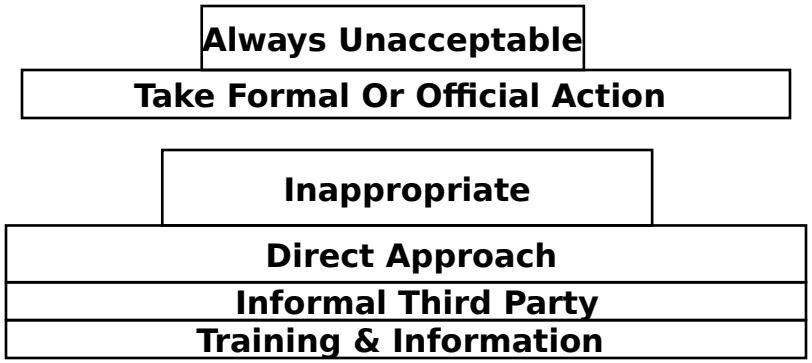
Other Person

- Do not ignore conflict
- Listen to understand
- Intervene and support if appropriate
- Maintain confidentiality



Supervisor

- Listen and do not filter complaints
- Request resource materials or training
- Take appropriate action
- Follow-up and provide feed back



Communication Skills

- Seeing the other person's point of view
- Approaching another person
- Apologizing

Training Information Resources

- **Films**
- **Books**
- **Posters**
- **Lecture / Guided discussion**

Summary

- IRS concept
- IRS key elements
- Demonstrate working knowledge of IRS